

Home Heating Repair Program

Safeguard your family's comfort and enjoy worry-free heating protection.



As part of your home's natural gas supply, Agway Energy Services provides our customers with the Home Heating Repair Program. This worry-free heating protection is provided at no additional cost. If you have a problem with your heating unit, one of our professional technicians will come and make the repair **at no additional charge**. This service is available 24-hours a day, 7 days a week by calling us at **1-888-982-4929**.

This program is available for your primary residential natural gas heating equipment. Older units may be subject to inspection prior to coverage due to age and/or obsolescence. To see the full listing of parts and labor coverage, visit www.agwayenergy.com.



IT PAYS TO PROTECT

- **24-HOUR EMERGENCY SERVICE**
Our team of technicians is on call any time of the day or night to handle your heating emergency needs. And there are no additional charges for after-hour calls.
- **REPAIR COVERAGE**
Our plan covers the full cost of most major parts. Labor to replace covered parts is also performed at no charge.
- **UNMATCHED EXPERTISE**
Our professionals are thoroughly trained on all major brands of heating equipment. They'll deliver fast, first-rate service to your satisfaction no matter what the situation.

Prepare for Winter

With cooler months around the corner, take steps now to manage your winter energy bills.



- Programmable thermostats can lower energy bills by roughly \$180 a year. Use it effectively by programming it to lower temperatures when the house is not occupied or at night.
- Avoid blocking radiators, vents and baseboard heaters so heat can flow freely.
- Close doors and air vents in unused rooms, except during extreme cold as water pipes could freeze or burst.
- Seal your heating and cooling ducts and close the damper on unused fireplaces.
- Take advantage of heat from the sun. Open drapes during the day and close them at night.
- Lower your holiday lighting costs with

- LED holiday light strings as LEDs use 70% less energy than conventional incandescent lights strands and last up to 10x longer.
- Provide regular maintenance including cleaning or replacing your furnace filter (per manufacturer recommendation) to keep your home heating system running at optimal efficiency.
- Caulk or weather-strip your windows and doors to seal up any air leaks.
- Install storm windows and exterior doors. For older windows, use a plastic window kit to cut drafts and seal in heat.
- Water heating can account for 14 percent or more of the energy consumed in your home. Turn down the temperature of your water heater to the warm setting (120°F) to save energy and money.

Improve your energy efficiency with ENERGY STAR® Products



Improving the energy efficiency in your home or business can help reduce your energy bills while increasing your comfort level. Energy efficient products, including those with the ENERGY STAR label, can reduce your home or business energy bill by 20 to 30 percent. Using less energy also helps to protect the environment as it decreases the amount of energy needed from power plants thus reducing greenhouse gas emissions and improving the quality of our air. When you are in the market for a new electronic product or appliance, make sure it carries the ENERGY STAR label to improve your home or businesses efficiency, without sacrificing performance. To find information on ENERGY STAR products, visit www.energystar.gov.

On-Bill Financing for Energy Efficiency Improvements



The New York State (NYSERDA) On-Bill Recovery Financing Program offers the ability to finance energy efficiency improvements through a charge on your utility bill. Residents can finance these improvements for their home. Additionally, small businesses, not-for-profits and multifamily building owners* are eligible for financing toward energy efficient building upgrades. It's a convenient way to finance improvements that make your home, business or building more energy efficient and comfortable. Customers who purchase their electricity and/or natural gas from an energy service company like Agway Energy Services are eligible for this On-Bill Recovery Financing Program even if billed by your local utility.

Your repayment amount is based on projected savings on your energy bills. The payments appear as a separate line item on your utility bill and are financed at a special low interest rate that may even be tax deductible. Certain restrictions apply, so check with your utility or visit www.NYSERDA.ny.gov for further program details.

*Residential customers as well as not-for-profits, multifamily building owners and small business owners of the following utilities are eligible for the On-Bill Recovery Financing Program: Central Hudson Gas and Electric, Con Edison, Long Island Power Authority, New York State Electric and Gas Corporation, National Grid (upstate NY customers only), Orange and Rockland, and Rochester Gas and Electric Corporation.

What Our Customers Are Saying

"Glad that I chose Agway Energy as my supplier. If I chose any other supplier, they do not provide the services that Agway does. Thank you very much!"
C.L., Amsterdam, NY

"Thanks! The repair program is the reason we remain an Agway Energy customer."
S.P., New Castle, PA

Emergency Safety Services

24/7/365

As an Agway Energy Services customer, your natural gas or electricity is still distributed to you by your local public utility company. For service questions, or to locate consumer safety information, such as instructions on what to do in case of a power outage or if you suspect a natural gas leak, contact your local utility directly. Locate the number at www.agwayenergy.com/safety.

Quarterly Energy Tip

Insulate – inside and out!

- Wrap external pipes so they don't freeze! Protect external water pipes, drain pipes, and hose bibs with preformed insulation.
- Make sure you have ample levels of insulation inside. If attic insulation is less than R-22, you could benefit by adding more. In the coldest climates, insulating up to R-49 is recommended. Insulating ceilings, walls, attics, floors, crawl spaces and basements to recommended standards can reduce heating and cooling costs by 5 to 25 percent.



Moving? Take Us With You.

We provide energy to customers throughout New York and Pennsylvania. If you are an existing Agway Energy Services customer and are planning to move in the near future, please give us a call at **1-888-982-4929** or visit us online at www.agwayenergy.com

Business Customers

COMMERCIAL SAFETY INSPECTION

When choosing Agway as your energy supplier, your business receives an additional bonus of a no-cost initial safety inspection on either your heating system or air conditioning unit. Contact an Agway Energy Services Representative today at 1-888-982-4929 Monday through Friday, 8:00 am to 4:30 pm EST, to request your inspection.

Heating System Safety/Efficiency Check

- Heat Exchanger Integrity Check
- Combustion Check
- High Temperature Overload Check
- Flame Rollout Check
- Burner Clean and Adjust
- Combustible Gas Leak Test
- Safety Control Check
- Electronic Carbon Monoxide Check

Air Conditioning System Safety Check

- Condenser Coil Inspection
- Evaporator Coil Inspection
- Check Temperature Delta on Supply & Return
- Belt and Pulley Inspection
- Controls and Safety Check
- Condensate Drain Inspection
- Relay and Contractor Inspection

Sign Up Online Today

Provide us with your email address by visiting www.agwayenergy.com and you can receive your next newsletter electronically.



Visit our website at www.agwayenergy.com to learn more information about our environmentally friendly Agway Green Choice.™

For more than 75 years, homeowners in your community have depended on Agway Energy Services for professional repair service. With so many generations of experience, you can trust our experts to provide your family with more value, better home comfort, and greater peace of mind. To learn more about your energy options, contact an Agway Energy Services representative at 1-888-982-4929 Monday through Friday, 8:00 am to 4:30 pm EST. The Agway Energy Services Connection is published a few times a year by Agway Energy Services for its customers. This information and more is available online at www.agwayenergy.com. The articles and opinions in this newsletter are for general information only and are not intended to provide specific advice or recommendations for any individual. ©2012 Agway Energy Services. All rights reserved.